

Gimme Shelter: Update

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need an upgrade. Eric has visited shelters that are operated out of historical homes, commercial-style buildings, and individual apartments.

With such variation in buildings, and with so much to do, Eric began assigning audits as soon as contracts were signed with the awarded auditing and contracting teams. To date, structural and weatherization audits have been conducted on 36 facilities. Structural work has begun on six facilities and has

been authorized on an additional 14. "We have a nice work flow," Eric says. "Everything is streamlined and quick."

Eric and his team have until December 31, 2011 to finish their work. For the shelters, the assistance cannot come soon enough.

Look for future updates to the shelter repair and weatherization program in upcoming issues of The WX. To find out if a shelter in your area is on our list to receive weatherization, contact Eric Curtis at: ecurtis@ihcda.in.gov.

The Monitoring Report

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ducts to be below one Pascal, so no duct sealing is done on any apartment in the complex. However, duct sealing is still charged on the invoice and the contractor is paid for such services by the sub-grantee. Issue: the contractor was paid for services never rendered.

- A work order calls for two-part spray foam to be installed at a thickness of three inches for one hundred lineal feet. A contractor installs the foam at one and-a-half inches thick on fifty lineal feet but invoices the full amount. The sub-grantee pays the invoice. Issue: services invoiced were not services rendered.

The above examples are real. IHCDAs monitors asked for money back from the agencies in which these cases of fraud occurred. Fraud is preventable—please take the necessary steps to ensure it does not happen at your agency.

Procurement Procedures

The traditional goal of procurement is to get the best possible product—be it a good or service—at the best possible price. This goal is achieved through strict procedures that describe how procurement activities will be organized, conducted, and managed. Well established and strict procurement procedures are also an effective means to

prevent conflicts of interest and fraud because they demand rigorous review of bids, which often expose conflicts of interest and irresponsible contractors. Of course, not every potential conflict of interest or case of fraud is preventable through procurement procedures, but they certainly help. Monitors are checking for procurement procedures on agency visits.

Per DOE, procurement procedures are required to be written out and must include:

- A code of conduct governing employees
- Procedures to avoid the purchase of unnecessary or duplicative items
- When to enter into state and local intergovernmental agreements for purchases of common goods and services,
- Procedures to ensure awards are made only to responsible contractors
- Records that detail the significant history of procurements
- Procedures for protests of procurement awards

DOE produced a procurement toolkit to assist agencies in establishing procurement procedures, processes, and forms. It is available on the energy programs section of IHCDAs website: <http://www.in.gov/ihcda/2523.htm>.

Familiar Faces, New Places:

IHCDA says hello, goodbye to weatherization staff

You say goodbye...

- Our former coordinator, **Samantha Alexander-Chenault**, now works full time with IHCDAs energy assistance and CSBG programs. Thank you, Samantha, for all of your service to weatherization!
- **Karen Akers**, our dedicated training coordinator, has left IHCDAs to go where her spirit takes her. We definitely miss her around the office and thank her for the great work she did for the program. All training questions should now go to **Chelsey Wininger** at: 317-232-5589 or chwininger@ihcda.in.gov.

... And I say hello

- **Shonda Banner** has moved to the weatherization department as our full-time claims specialist. She handles all claims processing and is your contact for questions about claims. You can reach Shonda at: 317-234-6287 or sbanner@ihcda.in.gov.
- **Eric Curtis** is working with IHCDAs in the weatherization department as the project manager for the shelter repair and weatherization program. You can reach him at: 317-234-7569 or ecurtis@ihcda.in.gov

BY THE NUMBERS: HEC Program Progress Report

- Homes weatherized:
14,618
- Hoosiers served:
34,421
- National ranking, total units produced: **10th**
- National ranking, units completed per day: **9th**
- Percent of total award spent: **61.42%**
- Estimated product savings with Centralized Purchasing:
\$1,309,335.30

2010-2011 Grants

The DOE weatherization grant agreements are two-year agreements with an end date of March 21, 2012. Sub-grantees are not required to submit any mid-term close our report or reconciliation for expenses and production incurred between April 1, 2010 and March 31, 2011. Any unspent funds available on your WX-010-XXX grant will be carried over for use in 2011-2012.

Since Congress has not approved a budget, and our annual allocation is on the Capitol Hill, we do not have funds available to issue an Amendment to your current contract. When Amendment 1 is issued, it will be effective on April 1, 2011 and will add the new DOE allocation



At the conference in French Lick last fall, IHCD A hosted a session where you and other members of the weatherization network told us what it takes to build a strong weatherization program. Let's review the points that came out of that brainstorm session now.

What constitutes a strong weatherization program?

- Communication— between weatherization management and finance staff, auditors, crews, contractors and agency executive staff
- Training
- Adaptability- ability to change with the program
- Strong fiscal practices
- Keeping quality employees working in the program
- Accountability— knowing the expectations and meeting them; having a quality final inspection process in place
- Commitment to quality— evaluating your program's performance through PRISM results, monitoring results, and other quality assurance checks
- Client focus— regardless of other challenges, remember the program is for our clients!

Roadblocks to building a strong weatherization program:

- Lack of communication in production expectations, monitoring results, and technical and programmatic updates
- Conflicting goals— quality v. production, management v. crews/contractors

- Misunderstood goals— average cost per home v. quality completions, when to defer and when to proceed
- Setting realistic expectations
- Employee burn out- work/monitoring cycle

Motivating factors:

- Taking pride in our work— homerun houses
- Helping clients save energy and money
- Positive feedback from clients, PRISM results, and monitoring results
- Realization of energy savings
- Health and safety improvements for clients

Take a moment to honestly evaluate the strengths and weaknesses of your program, keeping in mind the points discussed at the November conference and reproduced here. A stronger weatherization program in Indiana starts with you!

DSM: Decision Someday, Maybe?

Many of you have asked for an update on the progress of Indiana's demand-side management (DSM) programs, which are ordered by the Indiana Utility Regulatory Commission (IURC). A decision for a third-party administrator to manage the delivery of the DSM programs was supposed to be made by the IURC in the summer of 2010. However, still no such decision has been made. As far as we know, there has been no change in the 2011 implementation date. We will keep you posted on DSM program developments when we receive more information!